

ABSTRACT OF THE DISCLOSURE

There are provided a user information database storing for each user the current level of skill in work of the user and information related to the history of the work performed by the user, and means for judging, when the predetermined work performed by an arbitrary user is terminated, the level of skill of the user again to update the current level of skill of the user in the user information database on the basis of the complexity of the contents of the work, information related to the evaluation of the results of the work, the number of times of keyword retrieval performed by the user during the work, the current level of skill of the user, and information related to the history of the work performed in the past by the user.